

Clerical and Office Branch  
Accounting, Clerical and Cashiering Group  
Tax Supervisory Series

**TAX COLLECTIONS SUPERVISOR**

1/04 (AIS)

**General Purpose**

Under general supervision, coordinate customer service functions associated with the collection and distribution of property tax monies to taxing entities, and research and respond to related unusual or complex tax issues.

**Typical Duties**

Plan, organize, and direct tax collection, distribution and cashiering activities. Involves: Review operational activities, and develop and implement procedures. Establish work priorities, determine work distribution, and monitor work progress. Review and evaluate service and control delivery methods and systems in accordance with State and Federal laws. Integrate functional activities with those of other organizations. Advise staff on departmental policies and tax regulations updates. Oversee payment posting and adjust or cancel incorrect transactions. Reconcile cashier overages and shortages, and bank accounts. Compute penalty and interest for non-routine accounts. Effect electronic funds transfer to taxing entities. Manage petty cash operations for department and the City. Administer issuance of levy and overpayment refunds. Post electronic transactions to subsidiary and general ledgers or taxpayer file. Compile and maintain periodic financial reports including revenue and disbursement summaries.

Respond to unusual or complex inquiries or complaints. Involves: Investigate and resolve customer tax account problems. Provide accurate information regarding administrative policies and procedures and property tax code and laws to staff, city employees, officials, taxing entities and the public. Assist employees in dealing with hostile or distraught persons. Research and analyze account histories.

Supervise assigned subordinate staff. Involves: Schedule, assign, guide and check work. Appraise employee performance. Engage in or arrange for employee training and development. Enforce personnel rules and regulations, department policies, and work standards regarding attendance and conduct. Counsel, motivate and maintain harmony. Interview applicants. Recommend hiring, termination, transfers, discipline, merit pay or other employee status changes.

Perform related duties as required. Involves: Substitute, if assigned, for immediate supervisor or coworkers during temporary absences, as qualified, by performing specific duties and responsibilities essential to maintaining continuity of operations, and similarly performing any duties of subordinates. Assist in coordinating the collection process for delinquent accounts. Assist in troubleshooting and testing system software. Participate in special projects as assigned.

**Knowledge, Abilities and Skills**

- Comprehensive knowledge of Texas property tax code and other applicable federal, state and local laws, regulations, rules and ordinances.
- Comprehensive knowledge of bookkeeping and accounting clerical and cashiering procedures and systems, including account balancing and reconciliation, and bank deposit preparation.
- Comprehensive knowledge of municipal tax collection and fiscal administration and control methods and procedures.
- Good knowledge of customer relations, and grievance or conflict resolution techniques.
- Good knowledge of supervisory techniques.
- Some knowledge of municipal fiscal administration and internal control procedures.
- Ability to analyze, research and maintain taxpayer and cash transaction records using automated accounting methods to comply with City and Tax Department policies and statutory requirements.
- Ability to accurately and quickly calculate figures and amounts such as penalties, interest, proportions and percentages.
- Ability to apply concepts of basic algebra and double entry bookkeeping.
- Ability to process a high volume of work and meet deadlines.
- Ability to read and comprehend general business, accounting and tax regulation literature and procedures.

- Ability to establish and maintain effective working relationships with staff, city employees, consultants, officials and the public, including irate people.
- Ability to impartially and firmly exercise delegated supervisory authority and enforce personnel rules.
- Ability to communicate clearly and concisely, orally and in writing.
- Ability to research and compile data and prepare reports.
- Skill in operation and care of computer terminal, personal computer, and word processing, spreadsheet or specialized accounting software.

***Other Job Characteristics***

- Occasional lifting and carrying of light weight objects (up to 25 pounds).

***Minimum Qualifications***

**Education and Experience:** Equivalent to an Associate's degree in Business Administration, Accounting or a related field, plus six (6) years of automated financial or tax record keeping experience, including two (2) years in tax or revenue collections.

***Special Requirements:***

- Must be bondable.
- Must obtain certification from Texas Board of Tax Professional Examiners within the time limits specified by the Texas Property Taxation Professional Certification Act.

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Human Resources Director

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Department Head